



UNITED STATES MARINE CORPS
MARINE FORCES RESERVE
MARINE FORCES NORTH
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NEW ORLEANS, LA 70114-1500

ForO 7000.1A
G-1/Ops

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FORCE ORDER 7000.1A

From: Commander
To: Distribution List

Subj: MARINE FORCES RESERVE (MARFORRES)/MARINE FORCES NORTH
(MARFORNORTH) GOVERNMENT TRAVEL CHARGE CARD (GTCC)
PROGRAM MANAGEMENT

Ref: (a) MCO 4600.40B
(b) DoD 7000.14-R, FMR Volume 9, Chapter 3
(c) HQMC-P&R (RFF) 4650.37 Marine Corps Travel
Instruction Manual (MCTIM)

Encl: (1) Sample Page-11 Entry for GTCC Misuse/Abuse
(2) Sample 30-day Past Due Notification

1. Situation. To supplement reference (a) by establishing command, supervisory, and personal responsibilities for the implementation and management of the GTCC Program for MARFORRES/MARFORNORTH.

2. Cancellation. Force Order 7000.1 and Force Policy Letter 10-12.

3. Mission

a. In accordance with the Department of Defense (DoD) intent, the Commandant of the Marine Corps has established a zero tolerance policy for GTCC account delinquencies, misuse, and abuse. The GTCC may only be used for official travel and travel related expenses. It is not authorized for personal purchases. Cardholders are required to pay their GTCC bill in full by the date shown on the billing statement.

b. It is the responsibility of each cardholder to pay his/her GTCC bill in a timely manner. Commanders must ensure that all cardholders are fully aware of the Marine Corps' zero tolerance policy and that all violaters will be held accountable.

c. In accordance with reference (b), Commanders will ensure that any official charged with the responsibility of certifying a Defense Travel System (DTS) voucher or signing a DD Form 1351-2 (Travel Voucher or Subvoucher) as an Approving Official are counseled on the responsibility for ensuring that split disbursement is properly designated for all charges made during periods of Temporary Additional Duty (TAD).

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4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Provide a standard system of internal management controls throughout MARFORRES/MARFORNORTH to minimize GTCC delinquencies and eliminate misuse/abuse.

(2) Concept of Operations. All personnel assigned to MARFORRES/MARFORNORTH shall review and enforce the standards established within this Order and the references.

b. Tasks

(1) Intermediate Agency Program Coordinator (IAPC). The IAPC oversees all MARFORRES/MARFORNORTH accounts and Agency Program Coordinators (APCs). Within MARFORRES/MARFORNORTH the IAPC is located in the MARFORRES G-1/Operations Branch.

(a) The IAPC is responsible for notifying APCs of applicable Citi Bank or Headquarters Marine Corps (HQMC) policy changes regarding the GTCC Program.

(b) The IAPC manages the following accounts:

1. MARFORRES Principal Staff personnel
2. MARFORRES Command Deck personnel
3. Civilian Employees: Government Service/ Non-Appropriated Fund employees (GS/NAF) assigned to the MARFORRES Table of Organization (T/O). This does not apply to those employees who are supported by the Commanding Officer (CO), Headquarters Battalion (HQBN), MARFORRES.

(c) Receive and distribute guidance provided by the Component Program Manager (CPM) at HQMC and review delinquency and activity reports to verify that MARFORRES/MARFORNORTH policy is followed.

(d) A monthly GTCC status report that reflects data as of the Marine Corps GTCC cycle closing date will be distributed to all APCs; MARFORNORTH; Major Subordinate Command (MSC) Chiefs of Staff; and CO, HQBN, MARFORRES. The monthly report contains the following:

1. Monthly GTCC Report Card depicting the delinquency statistics for the preceding 12-months for each MSC and HQBN.
2. Aging Analysis Report depicting the delinquency statistics breakdown for MARFORNORTH, each MSC, and HQBN.

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3. Monthly Delinquency Report. The Monthly Delinquency Report will be broken down into three tabs: (1) All accounts requiring command attention; (2) accounts having entered into a delinquency status; and (3) accounts considered to be 30-days past due.

(2) Commanders and Inspector-Instructors (I-I). Commanders and I-Is must be proactively and personally involved in the GTCC Program ensuring that all cardholders, certifiers, and approving officials are held accountable for misuse and abuse of the Program. This must be uniformly applied in order to be effective.

(a) GTCC Refresher Training is conducted annually to ensure that all cardholders are aware of current policies, procedures, and subsequent consequences for misuse and abuse of the GTCC.

(b) Commanders must also ensure that the GTCC is fully incorporated into the check-in and check-out procedures.

(c) Commanders/I-Is will ensure all Officials assigned permissions to "certify" the payment of a voucher within DTS and those authorized to sign a DD Form 1351-2 (Travel Voucher or Sub-voucher) as an "approving official" receive counseling on the provisions of Chapter 3 of reference (b).

1. Specifically, these Officials will be counseled on their responsibility for ensuring that split disbursement is properly designated for all charges made during periods of TAD. A copy of the cardholder's statement can be provided by the Command APC to ensure accurate disbursement of funds.

2. Vouchers with outstanding charges that exceed the split disbursement amount will be returned to the cardholder for correction.

3. When the member submitting the voucher is a principal staff officer on the MARFORRES Staff or MSC, their Deputy or assistant may execute the duties as the official to "authorize" payment within DTS or sign the DD Form 1351-2 (Travel Voucher or Sub-voucher) as the Approving Official.

4. In those instances where the member submitting the voucher is a CO/OIC/I-I, any other officer or civilian of equal or greater rank may execute the duties as the official to "authorize" payment within DTS or sign the DD Form 1351-2 (Travel Voucher or Sub-voucher) as the Approving Official. The intent of this paragraph is to ensure no undue influence from the traveler upon the official executing oversight duties.

(d) Any cardholder appearing on the 30-day past due delinquency list will be personally contacted weekly until the past

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due amount is paid. Officers will be contacted by the CO/Executive Officer (XO) or I-I. Enlisted personnel will be contacted by the Sergeant Major (SgtMaj)/First Sergeant (1stSgt). Civilian personnel will be contacted by the MARFORRES, Executive Director (or his designated representative). In the event a CO/XO/I-I or SgtMaj/1stSgt are on the 30-day past due delinquency list, personal contact will be made by the next senior Marine in the chain of command (Battalion/Squadron, Regimental/Group, or MSC).

(e) Any GTCC account that becomes "delinquent" (61+ days past due) will require the appointment of an Investigating Officer (IO) to conduct a Preliminary Investigation (PI) and provide recommendations for appropriate corrective or disciplinary actions. Unless the result of the PI identifies extenuating circumstances that rendered the delinquency beyond the cardholder's control, personnel will be held accountable according to the Commander/I-I's discretion including any of the below actions:

1. Military members entering a delinquency status at 61 days past due may receive an administrative counseling entry in their Service Record. An example is provided in enclosure (1).

2. Civilian personnel entering a delinquency status at 61 days past due may receive a letter of counseling.

(f) Any GTCC account reaching 90 days past due requires the cardholder's Commander to provide the MARFORRES, Chief of Staff the results of the PI and a detailed explanation of all actions taken to resolve the delinquency.

(g) Any instance of delinquency resulting from a cardholder's failure to split disburse the proper amount, will require the PI to address the actions of the Official that certified the payment of the voucher in DTS or signed the DD Form 1351-2 (Travel Voucher or Sub-voucher) as the Approving Official. If it is determined that this official failed to follow the provisions of this Order, he/she will be held accountable and may be subject disciplinary action.

(h) When an account is considered delinquent, Commanders/I-Is shall ensure the cardholder is prohibited from performing any type of voluntary duty. This will remain in effect until the account is paid in full and no longer delinquent.

1. For active component Marines and Sailors, this includes any/all forms of Permissive Temporary Additional Duty (PTAD).

2. For Reserve Component Marines, this includes any/all forms of voluntary Active Duty for Operational Support (ADOS), Additional Training Periods (ATP), Readiness Management Periods (RMP), and Additional Flying Training Periods (AFTP).

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3. Commanders will ensure that the unit's delinquency list is screened prior to approval of any PTAD within Marine On-Line (MOL) and the authentication of any orders within the Marine Reserve Order Writing System (MROWS).

(3) APC. Each command will assign a primary and alternate APC that are responsible for the daily operation of the GTCC Program. The APC will refer to this Order and all appropriate references in executing the duties as the APC.

(a) As directed by reference (a), the APC will ensure that a signed Statement of Understanding (SOU) and training certificate is on file for all cardholders appearing on the "account listing" report.

(b) Ensure all mandatory reports are pulled and worked according to reference (a) and maintained in a safeguarded location with appropriate access restriction. These reports must be maintained for the current year plus the previous two years. APCs will make reports available for Managers' Internal Control Program (MICP), Marine Corps Administrative Analysis Team (MCAAT), and MARFORRES personnel making site assist visits or inspections.

(c) Ensure all personnel appearing on the delinquency report are notified:

1. 30 Days Past Due. The cardholder is notified that his/her payment is past due and must be paid immediately. The cardholder's supervisor and CO/I-I are also notified, of the delinquency status and amount due. The APC will notify the cardholder along with his/her CO/I-I and supervisor verbally, via e-mail or by letter. An example e-mail notification is provided in enclosure (2). The supervisor will take an active role to justify why the account has not been paid, and assist the cardholder in taking immediate corrective action to make their account current.

2. 61 Days Past Due (delinquent). Citi Bank will automatically suspend all accounts of cardholders that are delinquent, unless the account has been designated as mission critical. The APC will notify the cardholder's supervisor using the format contained in reference (a).

3. 90 Days Past Due. If arrangements have not been made for repayment, the APC will send a letter using the format contained in reference (a) directly to the Marine's CO/OIC, I-I, or directly to the Civilian's servicing Civilian Human Resources Office. The receiving endorsement must be signed by the cardholder and returned to the APC within five business days. As prescribed by reference (a), local security managers of any account that becomes 91 days or more delinquent will be notified. The Security Manager will review any security clearance the cardholder has been granted.

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4. 120 Days Past Due. Accounts beyond 120 days past due will be notified of cancellation by Citi Bank and considered "credit revoked". Notification format is as prescribed in reference (a). This letter will be provided directly to the Marine's CO/OIC, I-I or directly to the Civilian's servicing Civilian Human Resources office. The receiving endorsement must be signed by the cardholder and returned to the APC within five business days.

(d) Ensure GTCCs are activated/deactivated as required.

1. All GTCCs shall remain deactivated until the cardholder is scheduled to perform a period of Temporary Additional Duty (TAD). This applies to Reserve Component cardholders executing a period of duty considered TAD or TAD in excess. The APC will activate/deactivate each cardholder's account to support periods of TAD.

2. Commands that meet the "Green" performance metric (fully successful - less than or equal to one percent), per reference (a), may authorize those "standard" card holders in key leadership billets' GTCC remain in an activated status. Requests of this nature must be submitted in writing to the APC of the command and maintained in the APCs files.

3. In accordance with reference (a), GTCCs may be activated up to 10-days prior to the date of departure to ensure that the GTCC is activated in time to procure commercial travel. The APC will ensure GTCCs are activated no later than four business days prior to departure and will be deactivated upon the cardholder's return from TAD.

(e) APCs will ensure that each cardholder's GTCC balance is "zero" prior to signing off on any check-out sheet.

1. The cardholder will report to the APC during the check-out process to verify the account has been paid in full.

2. In the event that the cardholder's account has not been paid in full, the APC will research the travel claim status to ensure that a split disbursement amount will pay the balance of the GTCC. If there is no pending claim, or if the split disbursement amount does not pay the balance in full, the APC will direct the cardholder to pay the account in full and provide proof of payment.

(f) APCs will monitor the monthly account activity reports at a minimum of once a month to ensure that GTCCs are not being misused/abused. Incurring excessive charges with the GTCC during a period of TAD is considered misuse. Any use of the GTCC that is not in conjunction with an official period of TAD is considered abuse. Once a cardholder has been identified for misuse/abuse of the

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GTCC, the APC will deactivate the card. Military cardholders who misuse/abuse the GTCC may be subject to disciplinary action under the Uniform Code of Military Justice. Supervisors of civilian employees identified for misuse/abuse of the GTCC shall immediately contact the civilian personnel liaison or their servicing Civilian Human Resources Office to initiate appropriate disciplinary or adverse action against the civilian cardholder.

(g) APCs will monitor the "account listing" report for any cardholder executing a period of TAD in excess of 45-days. If a cardholder appears on the "account listing" report after being detached for a period of TAD in excess of 45-days, the APC will immediately contact the TAD command to have the GTCC transferred. In the event the gaining command fails to transfer the account, the APC will immediately notify their Hierarchy Level (HL) four (HL4) APC for assistance. If the HL4 is unable to have the account transferred by the gaining command, then the MARFORRES IAPC will be contacted.

(4) Approving and Certifying Officials. By affixing their stamp on a DTS Travel Voucher or signature on a DD Form 1351-2 (Travel Voucher or Sub-voucher), Approving or Certifying Officials verify that the request for reimbursement is legal, proper, substantiated, and that the amount identified for split disbursement to the GTCC covers all charged made during the period of TAD.

(5) Individual Cardholders. The GTCC is issued to an individual and it is the individual cardholder's responsibility to use the GTCC as prescribed by the references and this Order.

(a) The GTCC is a "charge" card and not a "credit" card. At no time are cardholders allowed to carry a balance forward into the next billing period. Balances indicated on the GTCC Statement must be paid in full each month.

(b) Individual cardholders must ensure the unit APC is notified at least 10-days prior to any period of official TAD to activate the card. The individual will also ensure the APC is notified of the duration of duty so that the card can be set with a pre-determined deactivation date. In the event a period of TAD is extended, the individual cardholder must immediately notify the APC to adjust the activation period.

(c) As directed in reference (c), ensure a completed DTS Voucher or a DD Form 1351-2 (Travel Voucher or Sub-voucher) is submitted with all supporting documentation and receipts within five business days upon completion of TAD. Individual cardholders will ensure that the submitted DTS authorization or DD Form 1351-2 (Travel Voucher or Sub-voucher) appropriately covers the amount required to liquidate all charges placed on the GTCC during the period of duty.

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(d) Upon arrival to a new unit, individual cardholders will sign a new SOU and provide the APC with a copy of their "Programs & Policies - Travel Card Program (Travel Card 101)" completion certificate.

(e) Individual cardholders will safeguard their GTCC and ensure it is only used during periods of official government travel. In the event a cardholder's GTCC is lost, stolen, or compromised, the cardholder will immediately notify Citi Bank and the command APC.

(f) Each cardholder will ensure that the mailing address maintained by Citi Bank is accurate by contacting Citi Bank, notifying the APC, or thru Citi Bank's self-service application.

(g) The GTCC is a government issued charge card used only for official expenses while executing a period of official duty. The GTCC will not be used to purchase alcohol nor will it be used in any establishment considered to be of a questionable nature.

5. Coordinating Instructions

a. **Mandatory Use.** All Uniformed and Civilian personnel (including wage grade employees and NAF employees) are required to apply for a GTCC. Any cardholder having been previously denied a GTCC or having lost privileges will reapply. All cardholders, regardless of rank or grade, must use the GTCC to pay expenses arising from official travel.

b. The GTCC is not authorized for use unless the cardholder is executing official travel under competent orders.

c. Reserve Component Marines are not issued orders when executing travel for Inactive Duty Training (IDT) therefore, usage of the GTCC in connection with IDT is not authorized. The only exception is when a Reserve Component Marine purchases a government city-pair flight for reporting to a period of IDT. This is not applicable for purchasing commercial travel via any other form, nor is it applicable for billeting or meals while traveling to/from or during IDT. Use of the GTCC for purchasing a city-pair flight is applicable to all Reserve Component Marines. In all instances, the cardholder must ensure that payment for the commercial travel is paid immediately upon receipt of the statement.

d. As prescribed by reference (a), at no time will an individual with an account balance be transferred to the Individual Ready Reserve (IRR) HL. Any request to have an account transferred to the IRR will be submitted to the Marine Corps Individual Reserve Support Activity (MCIRSA) and must indicate that the account has a zero balance. In the event an account is transferred by MCIRSA into the IRR's HL with a balance, MCIRSA will request assistance from the MARFORRES IAPC.

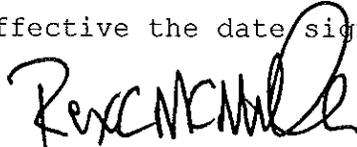
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6. Administration and Logistics. Recommendations concerning the contents of this Order are invited and should be submitted in writing to the MARFORRES IAPC.

7. Command and Signal

a. Command. This Order is applicable to the Marine Corps Reserve.

b. Signal. This Order is effective the date signed.



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Sample Page-11 Entry for GTCC Misuse/Abuse

_____ : SNM counseled this date concerning deficiencies as identified as follows: Dereliction of duty in misusing (or abusing) your GTCC by [explain the misuse/abuse]. The following are recommendations for corrective action: Immediately pay any amount of your GTCC currently past due (or cease the unauthorized purchase activity). Immediately read and familiarize yourself with MCO 4600.40_ and ForO 7000.1_. Assistance is available from your chain of command, your unit APC, or a financial counselor. I have been advised that failure to take corrective action may result in loss of GTCC privileges, administrative separation, or judicial proceedings. I have been advised of my right to submit a written rebuttal to this counseling within 5 days that will be entered on the document side of my SRB. I (do)(do not) desire to make a statement.

Sample 30-day Past Due Notification

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Cardholder,

I am the Agency Program Coordinator (APC) for your Government Travel Charge Card (GTCC). By receiving this e-mail, I am notifying you that according to records with Citi Bank, your GTCC is considered to be 30 days past due.

AS OF DD MMM YYYY

CURRENT BALANCE - \$\$\$.\$\$

30-DAY PAST DUE BALANCE - \$\$\$.\$\$

You are not yet considered to be "delinquent". In order to ensure that your account does not become "delinquent", payment for your 30-day past due balance must be received, processed, and posted to your GTCC account by Citi Bank no later than DD MMM YYY (next Citi Bank Cycle Date). If the past due balance is not paid in full by this date, your GTCC use privileges will be suspended by Citi Bank and you may become subject to disciplinary actions.

It is each traveler's responsibility to follow up on travel settlements. If you have a pending claim that will pay this balance please check on the status of your claim.

Remember Split Disbursement is a DoD Requirement. It is both the traveler's and the Approving Official's responsibility to ensure that the amount split disbursed on each travel settlement covers the charges incurred on the GTCC during that period of TAD.

ALL CITI BANK CARDHOLDERS ARE ELIGIBLE FOR ACCESS TO THEIR GTCC ACCOUNTS ON-LINE.

Having an on line account with Citi Bank allows you access to view your statement(s) and make payments on-line. Visit the below website and select "SELF REGISTRATION FOR CARD HOLDERS" under the FIRST TIME USERS section. Follow the directions - <https://home.cards.citidirect.com/CommercialCard/Cards.html>

If you have already paid this past due balance, please advise.